



Homeland
Security

Fact Sheet

One-Stop Shopping Service

Purpose: The NS/EP Priority Communications *One-Stop Shop Service (OSSS)* enables National Communications System (NCS) customers to acquire information on NCS priority communications services, programs, and operations from a single source by consolidating user support, operational, subscription, and help-desk services for the NCS telecommunications information.

Background: The NCS is comprised of 23 Federal departments and agencies that share the responsibilities to assist the President, the National Security Council, the Director of the Office of Science and Technology Policy, the Director of the Office of Management and Budget, and now the Department of Homeland Security, in assuring the availability of National Security and Emergency Preparedness (NS/EP) telecommunications under all circumstances, including crisis or emergency, attack, recovery, and reconstitution. The NCS became part of the Department of Homeland Security in March 2003 and moved to the Preparedness Directorate in 2005 following the department's second stage review. The NCS currently provides NS/EP priority telecommunications services to Federal, State, and local governments, industry, and other authorized NS/EP organizations. The NCS Critical Infrastructure Protection (CIP) Division provides these priority telecommunications services.

The One-Stop Shop Service (OSSS) consolidation began its implementation in September 2002 and includes user and operational support for the following programs:

Government Emergency Telecommunications Service (GETS) - The Government Emergency Telecommunications Service (GETS) provides NS/EP personnel emergency access and priority processing in the local and long distance segments of the Public Switched Network (PSN). Its intended use is in an emergency or crisis situation during which the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

Wireless Priority Service (WPS) – The Wireless Priority Service (WPS) provides a means for NS/EP telecommunications users to obtain priority access to available wireless radio channels when necessary to initiate emergency calls. While all GETS users will not be WPS users, all WPS users are encouraged to become GETS users in order to complete end-to-end priority service telephone calls.

Telecommunications Service Priority (TSP) Program - The Telecommunications Service Priority (TSP) Program is a Federal Communications Commission (FCC) program, managed and operated by the NCS, that provides for priority provisioning and restoration of critical NS/EP communications assets/circuits. Critical NS/EP circuits are defined as those that are critical to maintaining a state of readiness for, responding to, or managing telecommunications during an event or crisis that could cause harm to the population, damage property, or threaten the security of the United States.

SHared RESources (SHARES) High Frequency (HF) Radio Program provides a single, interagency emergency message handling system by bringing together existing HF radio resources of Federal, state and industry organizations when normal communications are destroyed or unavailable for the transmission of national security and emergency preparedness information.

The goal of OSSS is to provide an efficient and effective means of managing and supporting the consolidated operations/user support missions and functions of the NCS and provide all NCS users/customers with priority communications services and coordination/help-desk services and operations during any circumstance.

Highlights:

As an initial implementation for the consolidation, a telephone connectivity OSSS Call Center has been implemented by creating a NS/EP consolidated virtual call center. The objective is to have a single number for all NCS customers to call for priority communications services. The OSSS Call Center can be reached at 1-866-NCS-CALL (866-627-2255), or in the metro Washington, DC area at 703-676-CALL (703-676-2255). This call center provides one centralized access point with multiple selections for the various NCS NS/EP telecommunications services.

A consolidated web-based approach for NS/EP priority communications services has also been implemented using a web portal to maximize the overall benefits of one-stop service. The NCS home page will act as the portal and will provide top-level information on the various priority communications services available. Users will then be automatically linked to the appropriate web pages for specific services. NS/EP program, service, and operational information can be obtained via the NCS homepage at www.ncs.gov.

The architecture used for consolidation of the technical/information processes for all NCS priority telecommunications services/programs will utilize web-based technology and a web-based information delivery service. The database scope will be expanded to serve as the foundation and become the authoritative database for NS/EP communications services information. Consolidation of the technical/information processes for administration and operations of these services/programs provides an efficient method for continuing to process them on an on-going basis while transitioning to the consolidated environment. Partitions or other security measures will be established within the database(s) to protect more sensitive information as required.

Consolidating the support for the operational/administrative process activities for all NS/EP communications services under a single organizational environment provides continuity and integrity of management for the services/programs. Our goal is to provide a way to understand the needs of the organizations with NS/EP responsibilities across all levels of government, industry, and critical infrastructure sectors and to determine how to assist them with services provided by the NCS under the OSSS implementation.

Contact Information: Additional information may be obtained by contacting the OSSS Coordination Group. Telephone: 1-866-NCS-CALL (866-627-2255), or in the metro Washington, DC area at 703-676-CALL (703-676-2255), Fax: 703-607-4984.